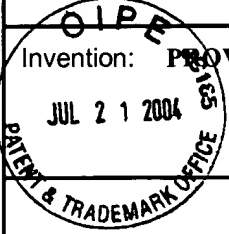
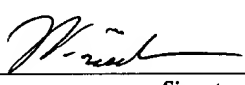



<b>AMENDMENT TRANSMITTAL LETTER (Large Entity)</b>				Docket No. <b>00EC037/78111</b>	
Applicant(s): <b>Fischer et al.</b>					
Application No. <b>09/499,817</b>	Filing Date <b>8 February 2000</b>	Examiner <b>Bing Q. Bui</b>	Customer No. <b>24628</b>	Group Art Unit <b>2642</b>	Confirmation No.
<div style="display: flex; justify-content: space-between; align-items: center;"> <div style="text-align: left;">  <p>Invention: <b>PROVIDING CUSTOMER DATA TO AN AUTOMATIC CALL DISTRIBUTION SYSTEM AGENT</b></p> </div> <div style="text-align: right; font-size: 2em; font-weight: bold;">RECEIVED</div> </div>					
COMMISSIONER FOR PATENTS:			JUL 26 2004		
Transmitted herewith is an amendment in the above-identified application.				Technology Center 2600	
The fee has been calculated and is transmitted as shown below.					
<b>CLAIMS AS AMENDED</b>					
	CLAIMS REMAINING AFTER AMENDMENT	HIGHEST # PREV. PAID FOR	NUMBER EXTRA CLAIMS PRESENT	RATE	ADDITIONAL FEE
TOTAL CLAIMS	25 -	25 =	0 x	\$18.00	\$0.00
INDEP. CLAIMS	4 -	4 =	0 x	\$86.00	\$0.00
Multiple Dependent Claims (check if applicable) <input type="checkbox"/>					\$0.00
<b>TOTAL ADDITIONAL FEE FOR THIS AMENDMENT</b>					<b>\$0.00</b>
<div style="display: flex; flex-direction: column;"> <div><input checked="" type="checkbox"/> No additional fee is required for amendment.</div> <div><input type="checkbox"/> Please charge Deposit Account No. _____ in the amount of _____</div> <div><input type="checkbox"/> A check in the amount of _____ to cover the filing fee is enclosed.</div> <div><input checked="" type="checkbox"/> The Director is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account No. <b>03-2470</b></div> <div><input checked="" type="checkbox"/> Any additional filing fees required under 37 C.F.R. 1.16.</div> <div><input checked="" type="checkbox"/> Any patent application processing fees under 37 CFR 1.17.</div> </div>					
 _____ Signature			Dated: <b>21 July 2004</b>		
<b>L. Friedman, Reg. No. 37,135</b>			I certify that this document and fee is being deposited on 21 July 2004 with the U.S. Postal Service as first Express mail under 37 C.F.R. 1.10 and is addressed to the Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450. <i>Express Mail No. EL 996 7361 2543</i>		
CC:			 Signature of Person Mailing Correspondence  <b>Shannon Wooten</b> Typed or Printed Name of Person Mailing Correspondence		